

September 5, 2003  
**Montana Medicaid Notice**  
**Pharmacy Providers**

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**Verifying Eligibility with the *Montana Access To Health* Medicaid Hard Card**

The point-of-sale system requires a nine-digit client identification number or client social security number to verify eligibility and to allow the provider to bill Montana Medicaid. To ensure confidentiality, the new *Montana Access To Health* Medicaid Hard Card does not have the client's identification number or social security number printed on the card. Instead, the client's seven-digit member number/card control number and date of birth are on the card. The member number/card control number printing on the Medicaid card can not be used to verify eligibility in the point-of-sale system and is not a billable Montana Medicaid number.

There are many eligibility verification methods available using the client member number/card control number printing on the *Montana Access To Health* Medicaid Hard Card.

**FAXBACK 800-714-0075**

- This free verification method allows providers to verify eligibility using the client's seven-digit member number/card control number printing on the Medicaid Card 24 hours a day, seven days a week. **It returns a copy of the client's eligibility and billable identification number** via fax to the provider within a couple of minutes after ending the call. Please make sure your fax number is on record with ACS to use this free service.

**AVRS Automated Voice Response System 800-714-0060**

- This free verification method allows providers to verify eligibility using the client's seven-digit member number/card control number printing on the Medicaid Card 24 hours a day, seven days a week. **It provides the client's eligibility and billable identification number** through an automated voice system.

**Provider Relations Department 800-624-3958 (in-state) 406-442-1837 (Helena and out-of-state)**

- Verify eligibility with Provider Relations Monday-Friday from 8 am to 5 pm. **Provider Relations can provide the client's billable identification number** if given the client's seven-digit member number/card control number and the client's date of birth.

**MEDIFAX EDI 800-444-4336-x 2072 for questions or to enroll**

- Eligibility verification through magnetic stripe reader available 24 hours a day, seven days a week. Service charge applied.

## **Changes in ACS Field Software for Pharmacy Claims**

Unlike ACE\$, the new ACS field software (WINASAP 2003) does not have the capability of creating a pharmacy claim. Providers who previously relied on the field software to submit claims (e.g., home infusion) can submit claims electronically if they have access to a pharmacy point-of-sale system or can submit claims on paper.

## **Contact Information**

For more information, access the Provider Information website:

**<http://www.mtmedicaid.org>**

For claims questions or additional information, contact Provider Relations:

**Provider Relations in Helena and out-of-state: (406) 442-1837**

**In-state toll-free: 1-800-624-3958**